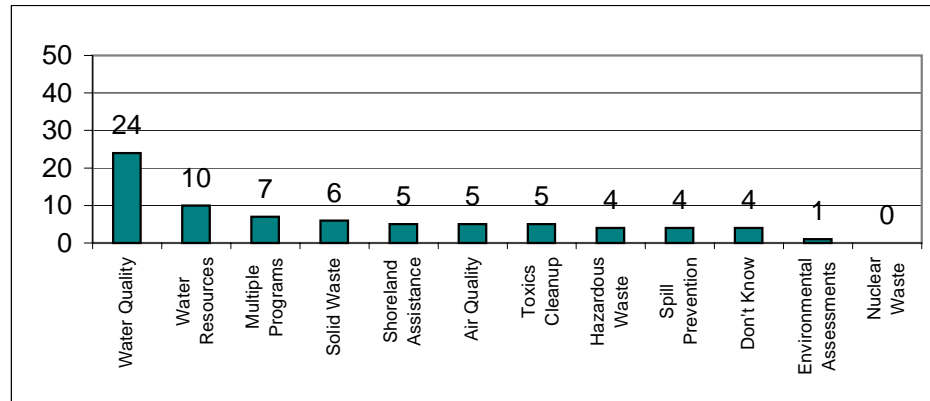


## Department of Ecology Local Government Survey Results: Central Regional Office

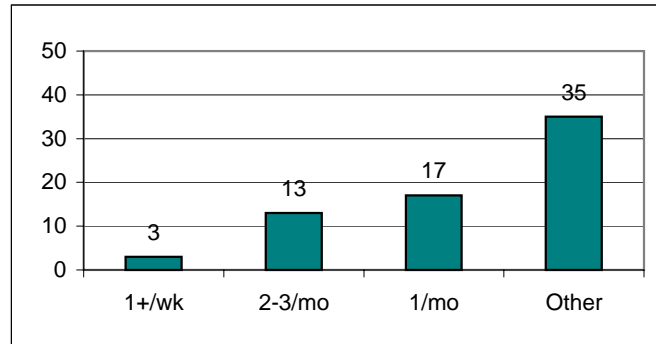
### 1. Which Ecology Program do you work with?

Water Quality	24
Water Resources	10
Multiple Programs	7
Solid Waste	6
Shoreland Assistance	5
Air Quality	5
Toxics Cleanup	5
Hazardous Waste	4
Spill Prevention	4
Don't Know	4
Environmental Assessments	1
Nuclear Waste	0
Total	75



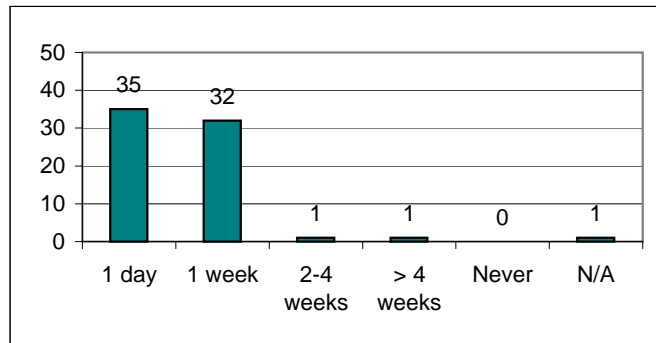
### 2. How often do you contact Ecology?

1+/wk	3
2-3/mo	13
1/mo	17
Other	35
Total	68



### 3. How long does it usually take Ecology to respond to your phone call?

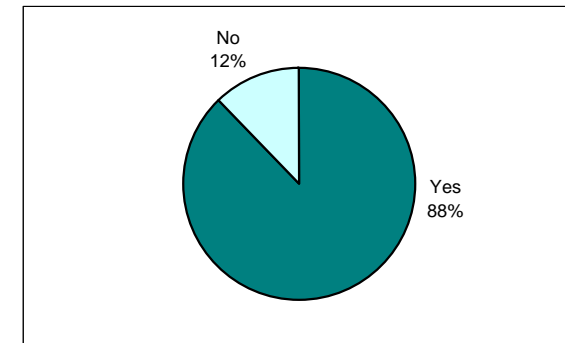
1 day	35
1 week	32
2-4 weeks	1
> 4 weeks	1
Never	0
N/A	1
Total	70



#### Is this response time satisfactory?

Yes	58
No	8
Total	66

#### Is this response time satisfactory?

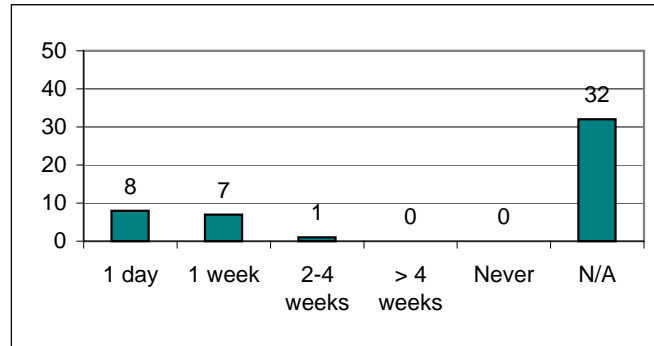


**4. How long does it usually take Ecology to respond to your E-mail message?**

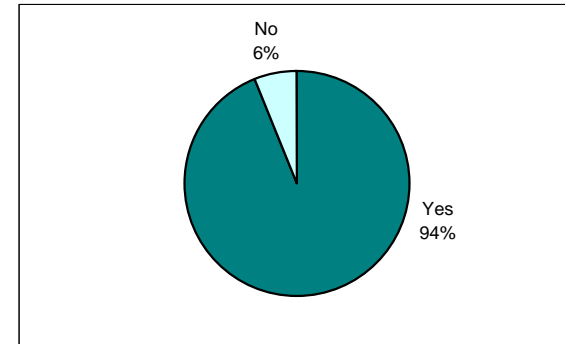
1 day	8
1 week	7
2-4 weeks	1
> 4 weeks	0
Never	0
N/A	32
Total	48

**Is this response time satisfactory?**

Yes	15
No	1
Total	16



**Is this response time satisfactory?**

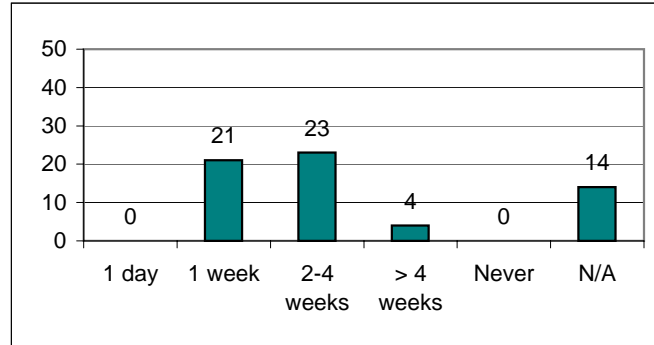


**5. How long does it usually take Ecology to respond to your letters?**

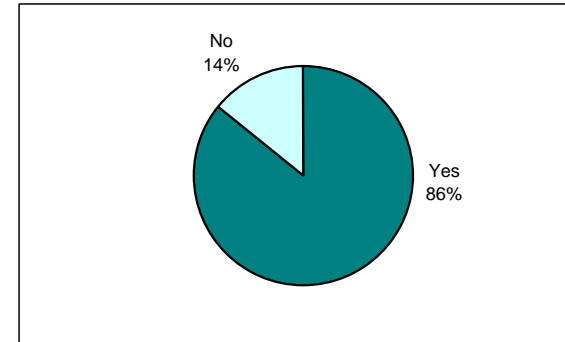
1 day	0
1 week	21
2-4 weeks	23
> 4 weeks	4
Never	0
N/A	14
Total	62

**Is this response time satisfactory?**

Yes	42
No	7
Total	49



**Is this response time satisfactory?**

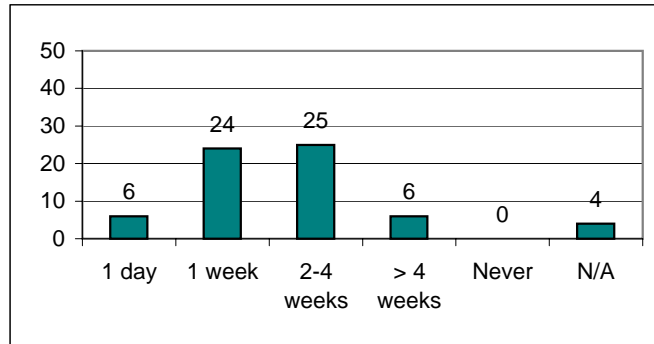


**6. How long does it usually take Ecology to respond to the materials you requested?**

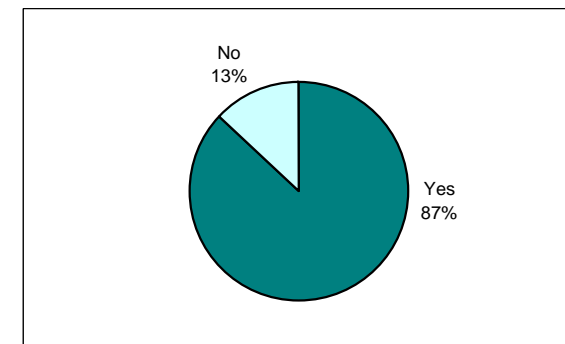
1 day	6
1 week	24
2-4 weeks	25
> 4 weeks	6
Never	0
N/A	4
Total	65

**Is this response time satisfactory?**

Yes	53
No	8
Total	61

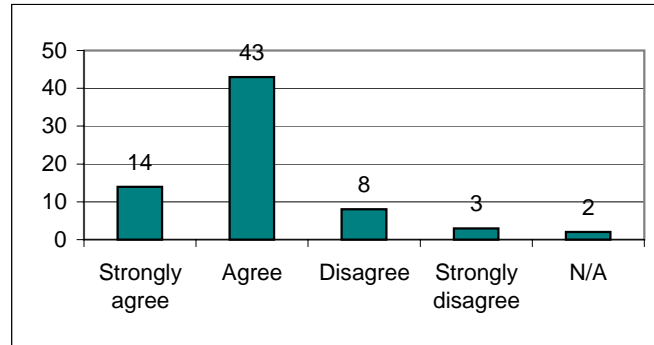


**Is this response time satisfactory?**



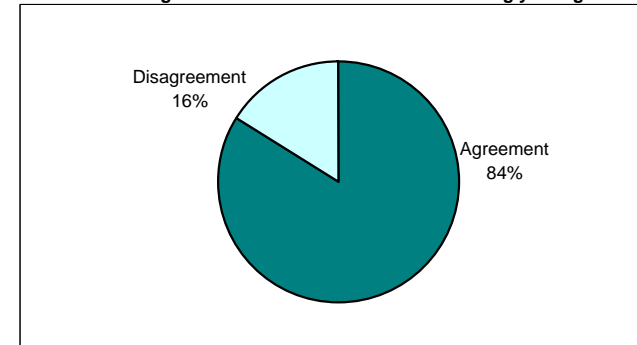
### 7. Ecology staff communicate clearly.

Strongly agree	14
Agree	43
Disagree	8
Strongly disagree	3
N/A	2
Total	70
Agreement	57
Disagreement	11
Not Applicable	2



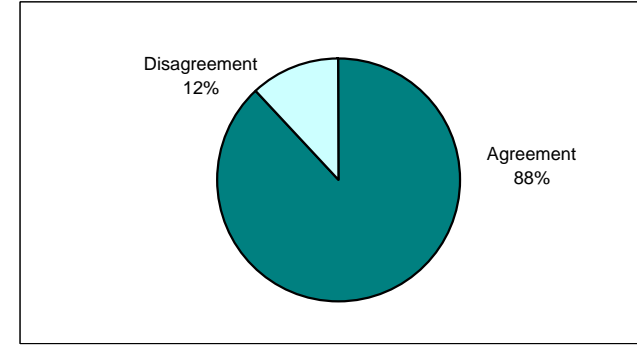
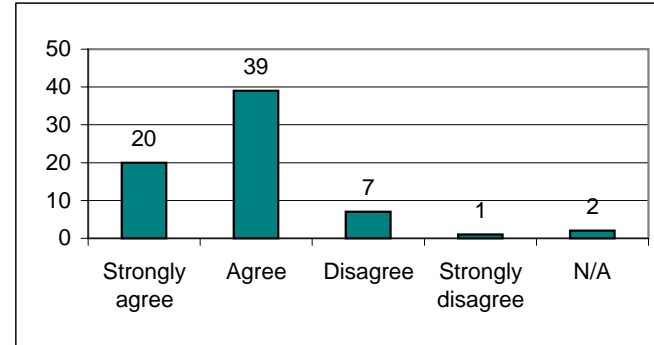
Agreement= Strongly Agree  
Plus Agree

Disagreement = Disagree Plus  
Strongly Disagree



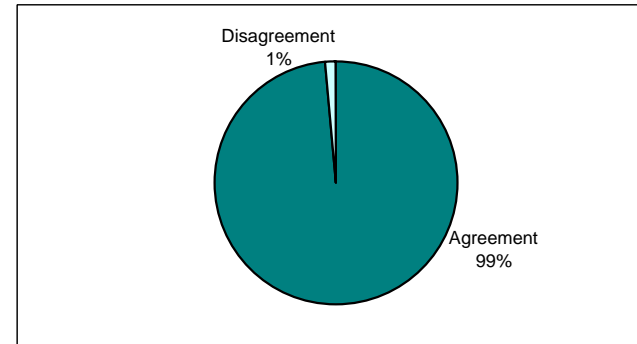
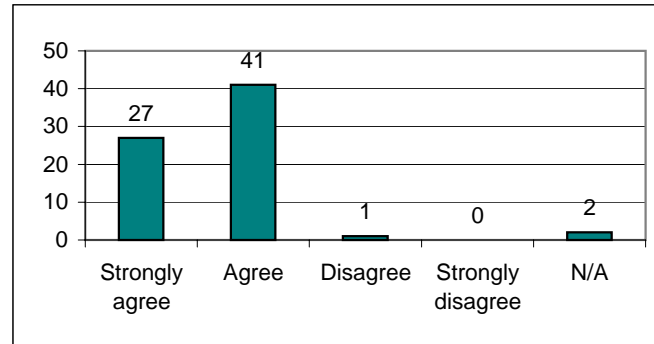
### 8. Ecology staff are knowledgeable.

Strongly agree	20
Agree	39
Disagree	7
Strongly disagree	1
N/A	2
Total	69
Agreement	59
Disagreement	8
Not Applicable	2



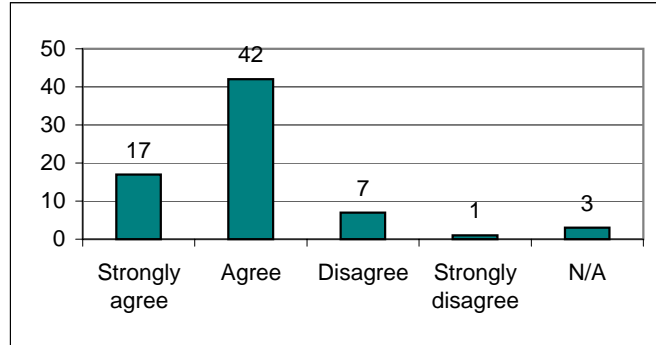
### 9. Ecology staff are courteous.

Strongly agree	27
Agree	41
Disagree	1
Strongly disagree	0
N/A	2
Total	71
Agreement	68
Disagreement	1
Not Applicable	2



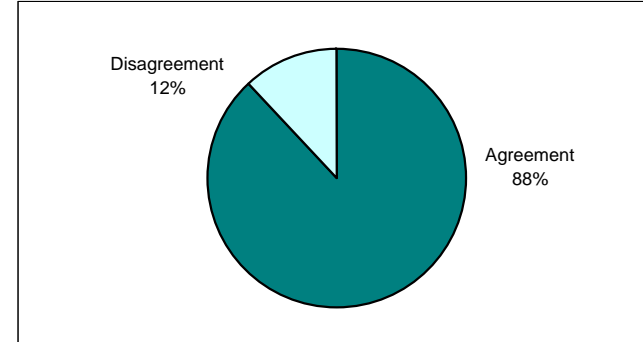
**10. Ecology staff take the time to listen to me.**

Strongly agree	17
Agree	42
Disagree	7
Strongly disagree	1
N/A	3
Total	70
Agreement	59
Disagreement	8
Not Applicable	3



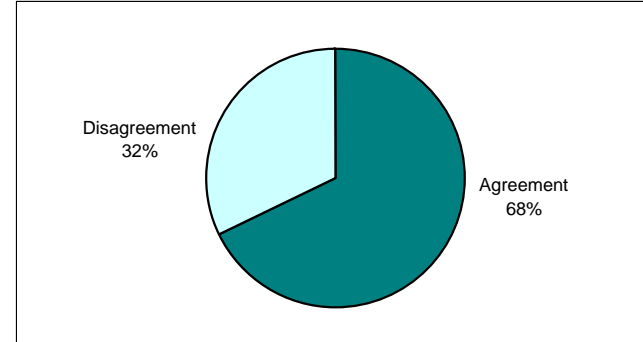
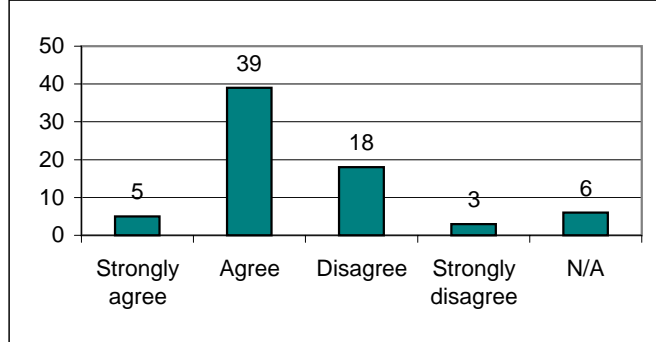
Agreement= Strongly Agree  
Plus Agree

Disagreement = Disagree Plus  
Strongly Disagree



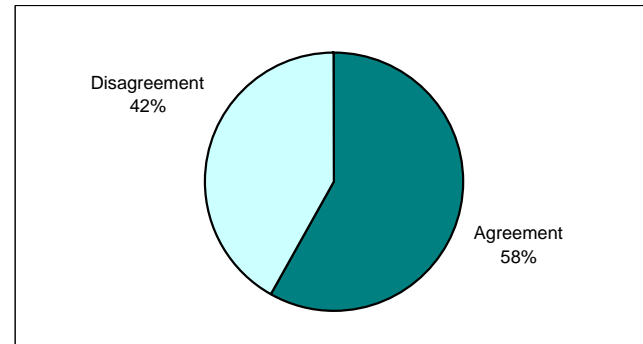
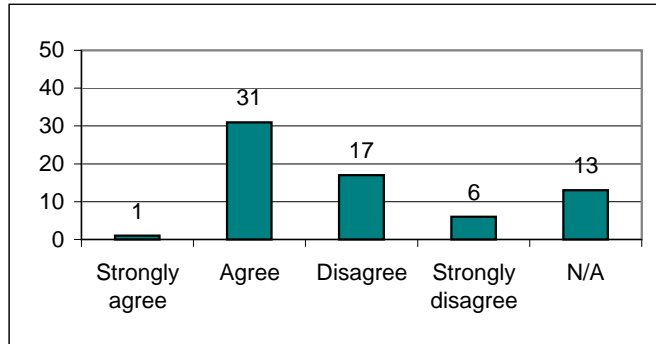
**11. Ecology staff write materials that are easy to use.**

Strongly agree	5
Agree	39
Disagree	18
Strongly disagree	3
N/A	6
Total	71
Agreement	44
Disagreement	21
Not Applicable	6



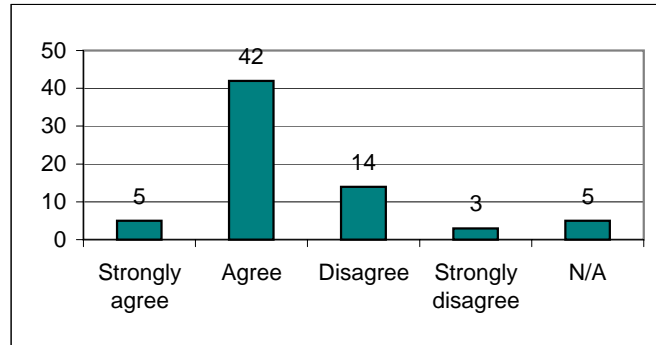
**12. Ecology staff write regulations that are clearer now than they were 2 years ago.**

Strongly agree	1
Agree	31
Disagree	17
Strongly disagree	6
N/A	13
Total	68
Agreement	32
Disagreement	23
Not Applicable	13



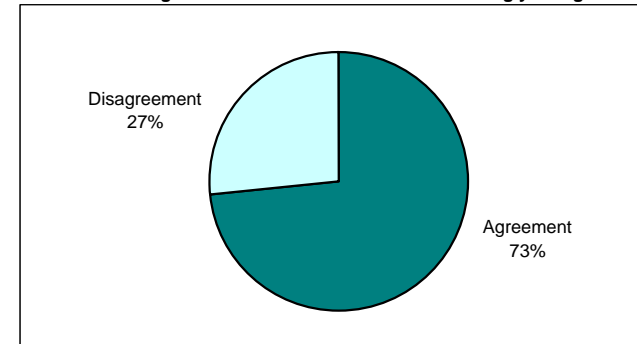
**13. Ecology staff inform me about the services and products Ecology provides.**

Strongly agree	5
Agree	42
Disagree	14
Strongly disagree	3
N/A	5
Total	69
Agreement	47
Disagreement	17
Not Applicable	5



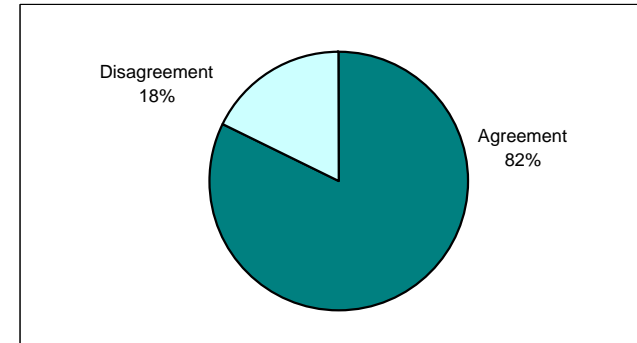
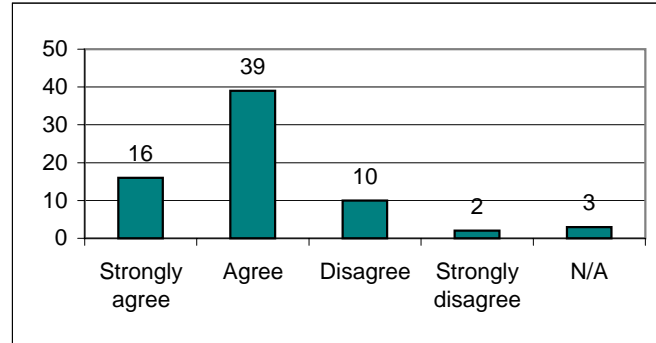
Agreement= Strongly Agree  
Plus Agree

Disagreement = Disagree Plus  
Strongly Disagree



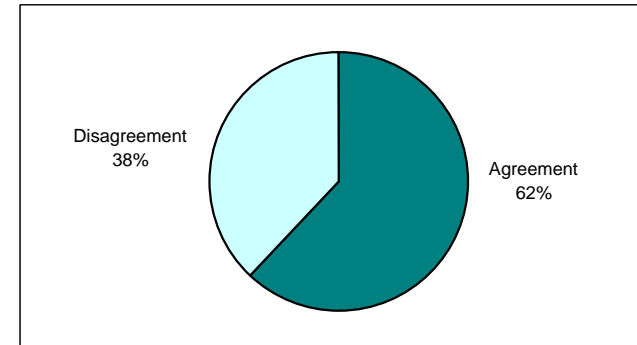
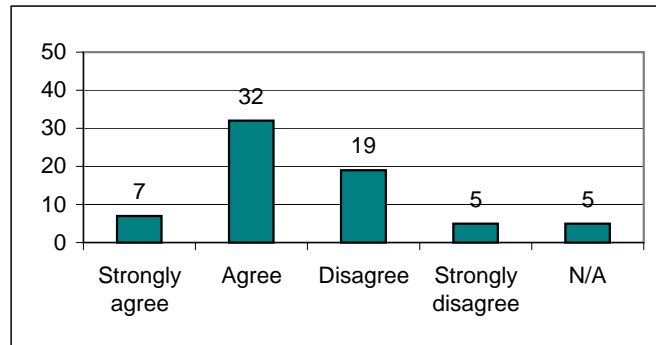
**14. Ecology staff provide technical assistance to me when I need it.**

Strongly agree	16
Agree	39
Disagree	10
Strongly disagree	2
N/A	3
Total	70
Agreement	55
Disagreement	12
Not Applicable	3



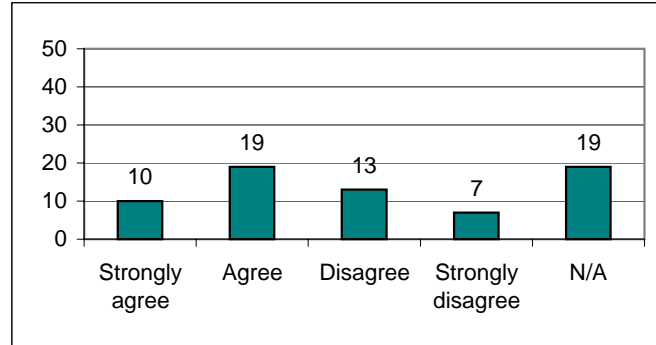
**15. Ecology staff understand what drives decisions within my organization.**

Strongly agree	7
Agree	32
Disagree	19
Strongly disagree	5
N/A	5
Total	68
Agreement	39
Disagreement	24
Not Applicable	5



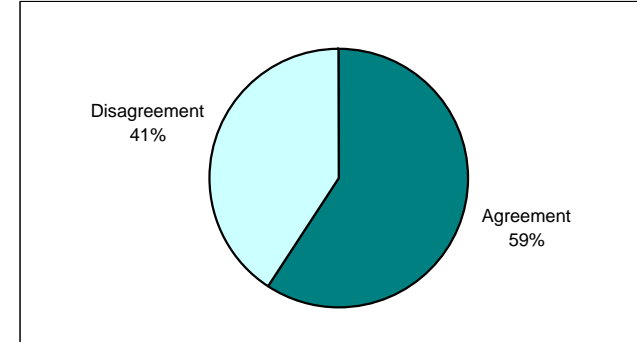
**16. Ecology staff develop environmental priorities with me.**

Strongly agree	10
Agree	19
Disagree	13
Strongly disagree	7
N/A	19
Total	68
Agreement	29
Disagreement	20
Not Applicable	19



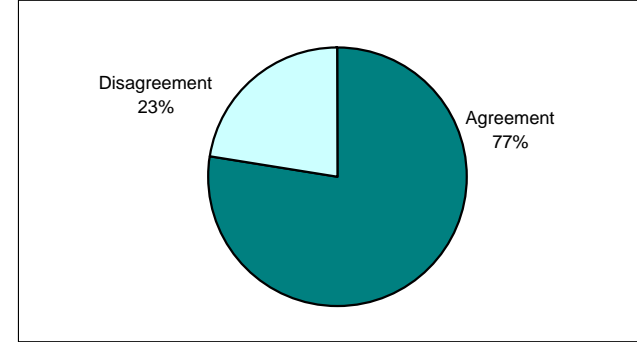
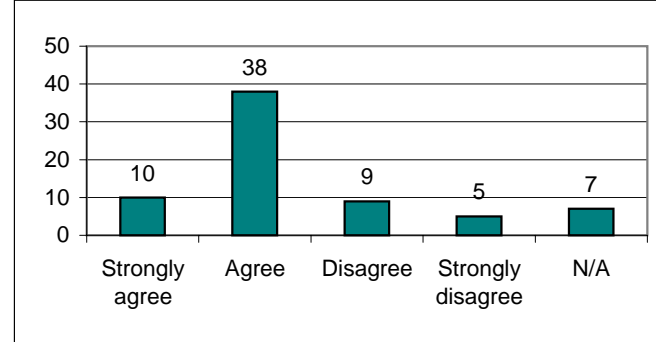
Agreement= Strongly Agree  
Plus Agree

Disagreement = Disagree Plus  
Strongly Disagree



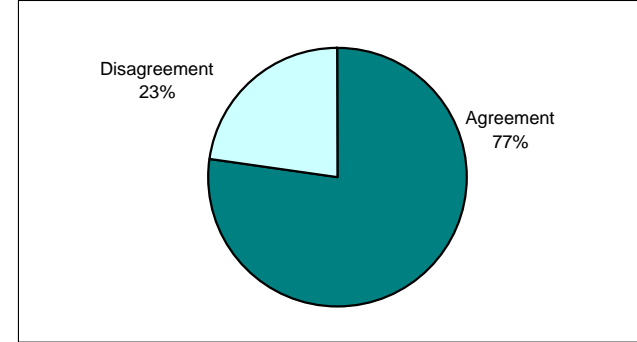
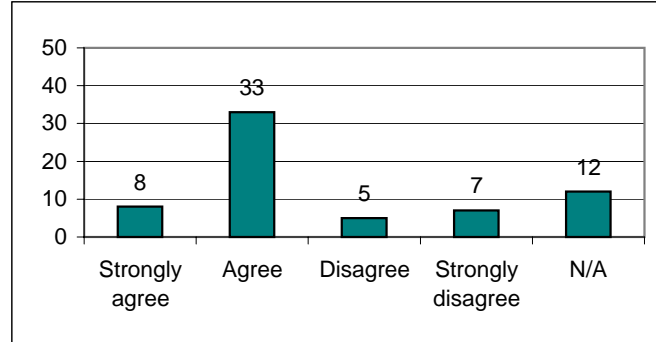
**17. Ecology staff consider information I give them when making decisions.**

Strongly agree	10
Agree	38
Disagree	9
Strongly disagree	5
N/A	7
Total	69
Agreement	48
Disagreement	14
Not Applicable	7



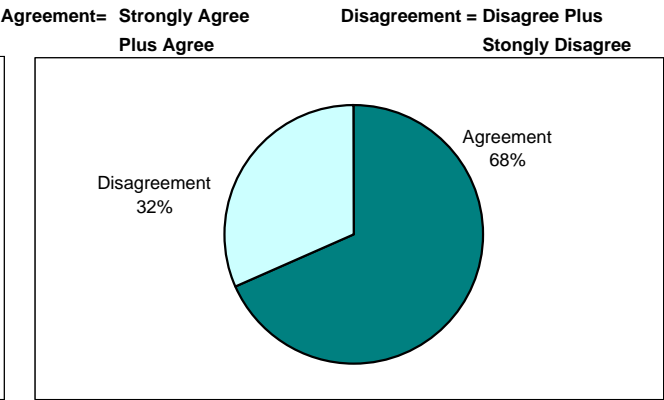
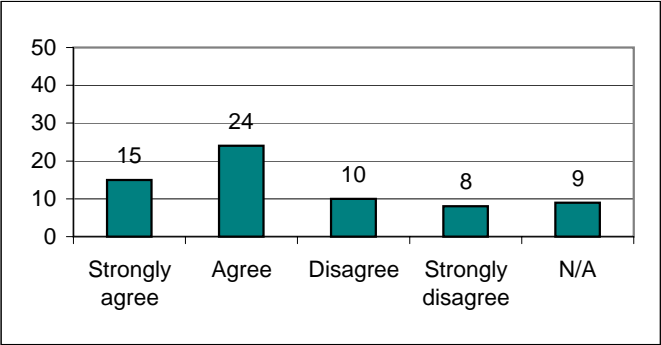
**18. Ecology staff work with me to come up with a creative solution to a problem that is supported by Ecology management**

Strongly agree	8
Agree	33
Disagree	5
Strongly disagree	7
N/A	12
Total	65
Agreement	41
Disagreement	12
Not Applicable	12



19. Ecology staff are effective in partnering with my organization in environmental protection.

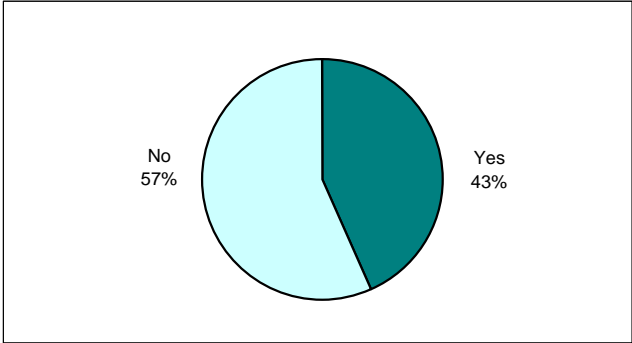
Strongly agree	15
Agree	24
Disagree	10
Strongly disagree	8
N/A	9
Total	66
Agreement	39
Disagreement	18
Not Applicable	9



**PERMIT ASSISTANCE CENTER**

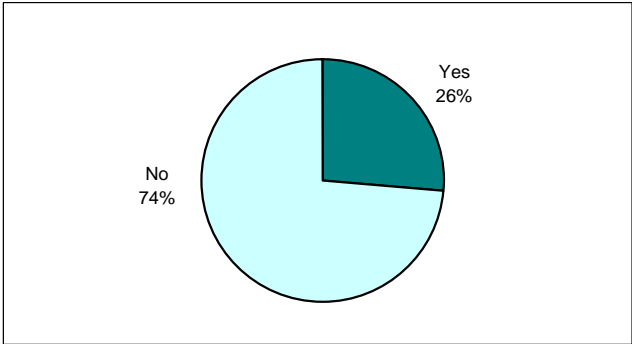
**22. Do you know about the Environmental Permit Assistance Center located in Lacey at Ecology's Headquarters Building?**

Yes	23
No	30
Not Applicable	7
Total	60



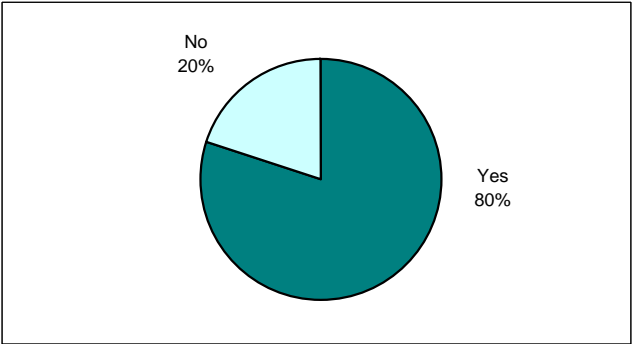
**23. Have you requested information or service from the Permit Assistance Center?**

Yes	14
No	39
Not Applicable	7
Total	60



**24. If yes to question 23, was the information you received helpful to you and your organization?**

Yes	12
No	3
Not Applicable	29
Total	44

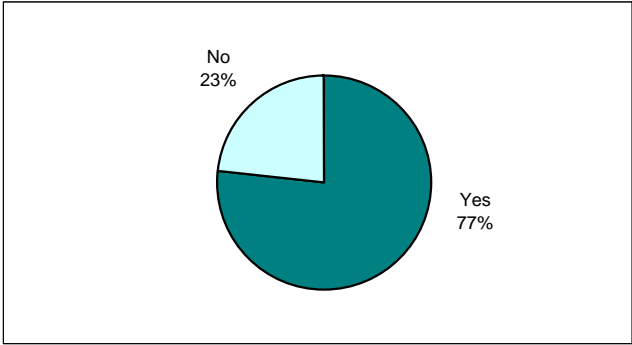




**FINANCIAL ASSISTANCE**

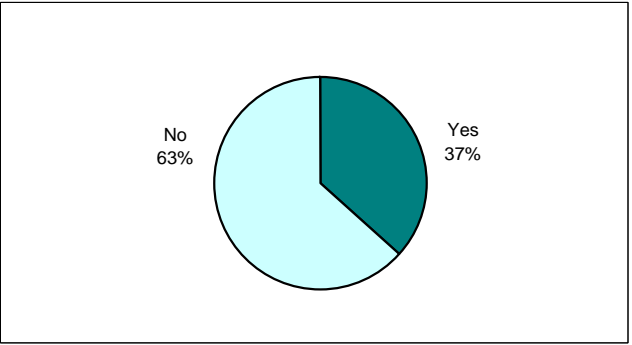
**25. Do you know about the various Ecology grant and loan programs available to local government?**

Yes	43
No	13
Not Applicable	5
Total	61



**26. Have you received a grant or loan from Ecology within the last five years?**

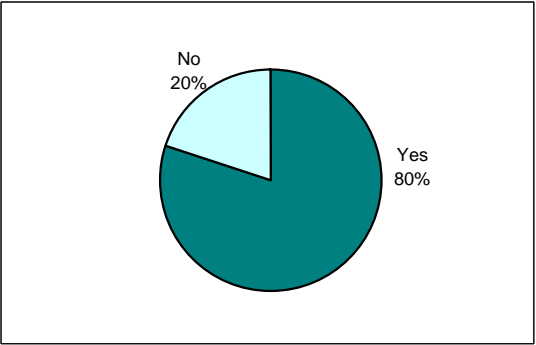
Yes	19
No	33
Not Applicable	8
Total	60



**Were you satisfied with the timeliness of:**

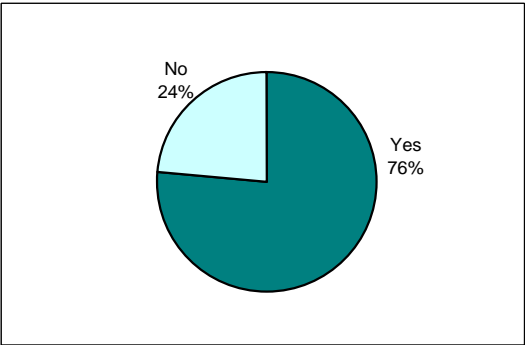
**27a. Grant or loan agreements**

Yes	16
No	4
Total	20



**27b. Technical assistance on the project**

Yes	13
No	4
Total	17



**27c. Financial reimbursement**

Yes	12
No	6
Total	18

